



**ONE
TO ONE**

Replacement Plan*

Guide Book

for TABLET PCs only

Contents

Introduction **1**

- Membership Number
- Coverage & Exclusions

Activation Procedure **2**

- Claim Procedure

Terms & Conditions **3-7**

- Definitions
- General Terms and Conditions
 - A. 1Care One to One Replacement Plan
 - B. Product
 - C. Basis of Compensation
 - D. Activation and Membership Validity
 - E. Limitations
 - F. Limit of Liability
 - G. Policy Exclusions
 - H. Claims for Replacement
 - I. Others

Introduction

Thank you for subscribing 1Care Membership.

1Care One To One Replacement Plan provides one time replacement of the newly purchased Tablets Products found to be defective arising due to either electrical or mechanical failure. As such the product replacement will be with one of like kind and quality not exceeding the Product Original Price for a period of 12 months after the expiration of the 12 months manufacturer warranty.

1Care One To One Replacement Plan is eligible for Tablets Products that are:

- Purchased new from authorized dealer
- Manufactured for domestic, personal or commercial use in Malaysia only

Membership Number

Your 1Care Membership Number can be found on your 1Care Membership Card that comes together with the 1Care Kit that you purchased.

Coverage & Exclusions

- Coverage*
 - Applicable during 2nd year of purchase of the insured Tablet Product after the expiration of the manufacturer's warranty.
 - Available for Tablets Products that fails to operate as a result of Mechanical or Electronic breakdown.
- Exclusions*
 - a) Software failures & backing up of files and data.
 - b) Riot, strike, war, terrorism or malicious damage
 - c) Fraud, dishonesty or willful acts or any intentional acts
 - d) Transportation damage
 - e) Claims under manufacturer's warranty
 - f) Aesthetic defects or wear and tear

Activation Procedure

To activate your 1Care Coverage for your new Tablets Product, you are required to register your membership within 30 days from the purchase date of your new Tablets Product.

For activation, you may do the following:



Online Activation

Step 1 : Visit **www.1care-online.com**

Step 2 : Click **"Registration"**, enter your Membership Number and Activation code.

Step 3 : Fill in your Personal or Company (for commercial user) details.

Step 4 : Fill in your hardware details, upload scanned invoice and click **"Submit"**

Step 5 : You shall receive a confirmation E-mail from 1Care with an Activation URL link and details of your 1Care Membership.

Step 6 : Click on the URL link to activate your 1Care Membership. You are advised to save or print a copy of your warranty status.

** For existing member, kindly login with your User ID and Password to activate your additional newly purchased equipment. In the event that you do not receive the confirmation e-mail or registration fail, kindly contact our customer service via Toll-Free or e-mail.



Claim Procedure

Step 1 : Call Toll- Free number to talk to our Customer Service Officer (CSO).

Step 2 : Obtain Case ID from CSO or email notification.

Step 3 : Bring faulty equipment to 1Care Service/Collection Centre (24 ports nationwide)

Step 4 : Submit the completed claim form along with the following documents:

Perils	Membership Card	Copy of Member's IC/Passport	Original Hardware Receipt/Proof of Purchase	Original Claim Form	Damage unit
--------	-----------------	------------------------------	---	---------------------	-------------

For One to One Replacement Claim

Mechanical or					
Electrical Breakdown	✓	✓	✓	✓	✓

Notes:

- Kindly refer to 1Care website for the list of your nearest 1Care Collection Centre.
- Claim form will be provided by 1Care Service/Collection Centre.
- For repair works required during 1st year of purchase, kindly the contact the tablet/product manufacturer directly.



1Care Customer Service:

Toll-Free : 1-300-80-1CARE (1227)
 Fax No : 03-78041892
 Email : customerservice@1care-online.com
 Website : www.1care-online.com

Terms and Conditions

Definitions:

For the purpose of this Policy and the Schedule and any endorsement, the following definitions apply:-

1. **“Part(s) & Component(s)”** means the part(s) and component(s) which are incorporated in the Tablets Product by the manufacturer.
2. **“Purchaser/Owner of Product”** means the purchaser/owner of the Tablets products.
3. **“Mechanical or Electrical Breakdown”** means the unserviceability of a component for a reason other than wear and tear, normal deterioration or negligence causing a sudden stoppage of its function and those specifically excluded under the Exclusion Section.
4. **“Manufacturer’s Warranty”** means the warranty provided by the tablets product manufacturer in respect of the complete product.
5. **“Period of Coverage”** means the period which commence on the next day after the expiration of the manufacturer warranty and ending exactly 12th months after the commencement date of the coverage.
6. **“Hardware/Tablets Products”** means a tablet personal computer or tablet PC is a tablet-sized computer that also has the key features of a full-size personal computer.

General Terms and Conditions Applied to 1Care One to One Replacement Plan

A) 1Care One to One Replacement Plan

1. The 1Care One to One Replacement Plan (hereinafter referred as “1Care”) is endorsed by 1Care Marketing (Malaysia) Sdn. Bhd. underwritten by Multi-Purpose Insurans Bhd.
2. The 1Care Retail Price for each plan includes administrative fee covering membership and claim processing.

B) Product

1. The 1Care only applies to Tablets (hereinafter referred as “Product”) that are:
 - i) only for new products purchased under the scheme
 - ii) for domestic, personal or commercial use in Malaysia only, and
 - iii) purchased new with the manufacturer’s complete and original warranty valid in Malaysia
2. You may contact 1Care Customer Service to ascertain the Products brands that are covered by 1Care.

C) Basis of Compensation

During the period of coverage of the respective plan, 1Care Marketing (Malaysia) Sdn. Bhd. shall issue a replacement with the same brand and model type, or at 1Care Marketing (Malaysia) Sdn. Bhd.'s absolute discretion, replace with an alternative model type of equivalent specifications if the model type is obsolete or no longer available in Malaysia not exceeding the original purchased price of the Product.

D) Activation and Membership Validity

1. Please note that you **MUST** successfully complete the Registration Process for your 1Care Membership within 30 days of the purchase of the insured Product. Your plan will be effective immediately after successful online submission.
2. The 1Care Membership Number and Activation Code is a unique number assigned to each 1Care Membership and it must be stated during the membership Registration. The 1Care Membership Number (20 alphanumeric characters) can be found on the 1Care Membership Card and Activation Code (10 alphanumeric code) sticker on the warranty kit underneath the membership card.
3. The Membership Card **MUST** be presented at 1Care Service Centre for the purpose of making any claims. Hardware purchase invoice or receipt is recommended to be kept alongside the 1Care Membership Card.
4. The 1Care is valid **ONLY** in relation to the Product for which your Membership has been registered. It is the Product that is warranted rather than the owner (hereinafter referred as "Member")
5. The 1Care Membership had no refundable value and cannot be transferred to another product or user during the coverage period.
6. 1Care is available for non-Malaysians working or studying in Malaysia. However, all claims can only be made at 1Care Service Centre or 1Care Collection Centre in Malaysia.
7. In the events of missing or lost membership card, an activation confirmation e-mail must be presented and an administration fee of RM10.00 shall be imposed.

E) Limitations

This 1Care Membership shall be rendered null and void if:

- i) Without successful Activation. Proof of submission of Application Form via 1Care website online activation is not proof of successful activation.
- ii) The Product is damaged as a result of connection to irregular voltage sources including power surge, lightning or as included in the Exclusion Section.
- iii) The Product is installed, maintained, operated or use other than in accordance with the instructions provided by the manufacturer in relation to the Product.
- iv) The Product is altered, modified, serviced and repaired by any party other than 1Care Service Centre, except by the original manufacturer during the first year from date of purchase of the Product.
- v) The Product or component serial numbers have been obliterated, altered, obscured or tempered with.
- vi) The Product is not purchased from authorized sales channel in Malaysia.
- vii) Member cannot present the 1Care Membership Card or original sales receipt or purchase invoice when requested.
- viii) Product's Manufacturer Warranty which had been rendered null and void during the Manufacturer's Warranty period.

F) Limit of Liability

1. In no case shall 1Care Marketing (Malaysia) Sdn. Bhd. be liable for any loss or damage not notified to the 1Care Service Centre within thirty days after the event. Upon approval of claim by the insurer company, 1Care Marketing (Malaysia) Sdn. Bhd. shall undertake to replace the loss/damage item similar to the original purchase item. However, if the similar item is not available or discontinued in the market, it shall be replaced with an item of equivalent specification or in value not exceeding the Original Purchase Price.
2. 1Care is a once off replacement during the Period of Coverage and will automatically terminated/ceased and/or expired after the product replacement.
3. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the absolute right to determine whether or not the damaged Products falls within the 1Care one to One Replacement Program. Any decision made by 1Care Marketing (Malaysia) Sdn. Bhd. is final and the Member shall have no further rights to contest the decision or make claims against 1Care Marketing (Malaysia) Sdn. Bhd.
4. 1Care Service Centre, its Authorized Service Centre and Authorized Dealers reserve the right to request proof of purchase (e.g. a paid and dated invoice from your Authorized Dealer) showing model and serial number before accepting liability for any warranty claim.
5. If a claim made is false or fraudulent or intentionally exaggerated or if any false declarations or statements be made in support thereof no claim shall be recoverable hereunder.
6. If not covered or exceeded the value of the insured Product, the replacement shall be borne by the member. However, 1Care shall seek member's approval before commencing the replacement.

G) Policy Exclusions

This policy does not cover:

1. Replacements necessitated by accidental or intentional physical damage, spilled liquids, insect infestation, misuse, abuse or damage. Replacements for lost or consumable parts (knobs, remotes, batteries, bags, belts, power supply, power adaptor and cables.) and problems due to improper installation.
2. Claim under Manufacturer's Warranty
3. Damage resulting from a collision with any object, acts of god, sand, dirt, exposure to weather conditions, battery leakage, theft, misuse, abuse, improper use of electrical source, interconnection to other products not recommended by manufacturer, add-on items, racks, bins, knobs, handles, appearance items, antennas, and jacks.
4. Consumable parts replaced during regular maintenance.
5. Parts that fail due to normal wear and tear.
6. Damages, in excess of the purchase price, including consequential, indirect, special, incidental, punitive, general, or loss of profits.
7. Costs for any design defects due to the inability to process or display date data.
8. Any defects which are subject to a manufacturer's recall or which are covered under a manufacturer's program of reimbursement.
9. Transportation damage caused by shock and vibration during shipping and handling.
10. Products with removed or altered serial numbers are not covered

11. LCD panels physically damaged due to external pressure, accidental drops, spills and extreme temperature, and such damages are noticeably viewable. Examples include but are not limited, such as scratches, imprint/water marks, cracks and dents.
12. Any accessory or equipment such as software, peripherals and/or add-on options incorporated in a product not essential to the basic function of the product. Examples include but are not limited to consumables such as DVD discs, CD discs, tapes, diskettes or software and add-on options or upgraded components.
13. Aesthetic defects.
14. Software failures & backing up of files and data.
15. Riot, strike, war, terrorism or malicious damage
16. Fraud, dishonesty or willful acts or any intentional acts

H) Claims for Replacement

1. No replacement of product may be undertaken or commenced under the terms and conditions without the prior approval of 1Care Marketing (Malaysia) Sdn. Bhd. All claims must be supported with the relevant documentations. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the right to examine the Product and subject it to independent assessment.
2. 1Care Service Centre, its Authorized Service Centre and Authorized Dealers reserve the right to request proof of purchase (e.g. a paid and dated invoice from your Authorized Dealer) showing model and serial number before accepting liability for any warranty claim.
3. The damaged items becomes 1Care Marketing (Malaysia) Sdn. Bhd.'s property once a replacement had been made under the program.
4. The member is also responsible to save/back up all essential programs, data or removable storage media contained in the Product before allowing or sending to 1Care Service Centre for replacement.
5. The Product is handed over to 1Care Service Centre at the Member's own risk.
6. Excess fee for making claims is not required when claim is approved.
7. 1Care Membership will be void and invalid if members attempt to repair or replace any parts of the Product.
8. 1Care Marketing (Malaysia) Sdn. Bhd. does NOT provide cash settlement.
9. The costs of dismantling of the Product will be paid in the event of a valid claim. However, if upon dismantling it should be found that the damage is not within the scope of 1Care, then the cost of dismantling must be borne by the Member.
10. All claims must be supported with the relevant documentations.
11. All standard accessories including battery, power supply, power adapter and cables that come with the initial/original product purchase shall be surrendered together with faulty unit in the events of claim.
12. 1Care Marketing (Malaysia) Sdn. Bhd. is committed to process all claims within 30 days once the adjuster's report and all other relevant documents are submitted to the 1Care Service Centre.

I) Others

1. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the right to reject any application if applicant supplies misleading, incomplete information or makes any misrepresentation.
2. If any of the term(s) under the 1Care is held by any competent authority to be invalid, such term(s) shall be severed whilst all remaining terms shall remain valid.
3. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the final decision in the event of a dispute.
4. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the right to change the terms and conditions without prior notice.



1Care Customer Service:

Toll-Free : **1-300-80-1CARE (1227)**
Fax No : **03-78041892**
Email : **customerservice@1care-online.com**
Website : **www.1care-online.com**

©2011 1Care Marketing (Malaysia) Sdn. Bhd. (892743-K).

All Right Reserved.

All trademark used in this document are trademarks of their respective holders,
all specification are subject to changes without notice.